



MARYLAND
STATE RETIREMENT
and PENSION SYSTEM

Retirement Coordinator Annual Meeting

MPAS+ Project Update

June 2020

Agenda

- What we've accomplished
- What we're working on now
- Schedule
- Next steps



What We've Accomplished

- We last met with PGU Retirement Coordinators in May 2019 for our MPAS+ Workshops
 - We shared our improvement ideas with you
 - You gave us feedback and shared your own ideas
- Since that time, we have
 - Rolled out Version 1 of our new Customer Service system
 - Rolled out Version 1 of our new Document Management system
 - Rolled out Version 1 of the mySRPS Participant Portal
 - Reengineered how we process requests for benefit estimates

New Participant Portal: mySRPS

Active Members

- Personal contact info
- View account info
- **View beneficiaries**
- Create retirement estimates
- Asset verification letter
- Print PSB
- Document **upload** and history
- Secure messaging

Retirees

- Personal contact info
- View account info
- **View beneficiaries**
- Payment history
- Income verification letter
- Update **EFT** & tax withholding
- Print 1099s
- Document **upload** and history
- Secure messaging

Benefits

- 24x7 access
- Faster service
- More secure
- Reduce demands on RCs and SRA Customer Service
- Reduce paper
- Member selects preferred communication method
- Powerful estimate calculator available for entire career
- **Convenient for providing required docs**
- Record of docs sent/**received**

Launched Feb. 10!

More features will be added in future versions as we complete process reengineering (like online enrollment, designate beneficiaries, refunds, retirement applications, etc.)

How to Register for mySRPS

1. We are mailing out registration packets to all SRA Participants
 - We mailed about 70,000 packets to all active members working for State agencies in February and March. We got almost 18,000 Participants to sign up.
 - Then COVID happened. We paused our rollout.
 - On May 26 we restarted our rollout. We're now sending registration packets to both active PGU members and retirees. We plan to finish the rollout to all active members by the middle of September. The rollout schedule for PGUs is posted at <https://sra.maryland.gov/mpas-project>.
2. Any Participant can request a registration packet on our Website at any time. Click mySRPS login and Register or go to mysrpsusers.sra.maryland.gov/GetEnrollment
3. Participants can call us and request a registration packet: **410-625-5555**

Our New Estimate Process

- The new mySRPS benefit estimator is awesome!
 - Get an estimate 24x7 at any time during your career
 - Create assumptions for changes in salary and service, for military service, and for unused sick leave
 - Save and compare multiple versions
- Because we had the online estimate process done, we decided to finish the paper process before starting Employer Reengineering.
- We redesigned all forms and letters to make them easier to understand and use
- We streamlined and automated our paper process (still for members within 12 months of retirement)
 - “Easy” cases can be completed the same day without staff assistance
 - “Hard” cases should be completed in days, not weeks.



Employer Reengineering

- We have our initial plans in place and we're itching to get started. But we need to finish our Estimate Reengineering first.
- We are going to start Employer Reengineering (slowly) this month.
- We'll remind you of our "Big Ideas" from the workshops last year
- We captured and analyzed all of your feedback. Our plans have been modified based on your feedback.
- We still have **LOTS** of details to work out
- We will still include you in our design, development, and testing process to make sure we meet your needs

New Employer Portal

Basic Idea

Employer Portal will have new features and functions for Employers and SRA Staff

Details

Will include:

- Employer User and Contact maintenance
- Document upload
- Document history
- Secure messaging
- Portal Dashboard (alerts, tasks, reminders)
- Online support tools
- New reports

Benefits

- Control access to Portal - multiple users and roles
- Contact info up-to-date
- Convenient for providing required docs
- Record of docs sent/received
- Convenient and secure messages
- Easy task and deadline tracking
- Receive announcements
- Get online help
- Create custom reports

Version 1.0 will provide the current EPDR features, plus:

- **Enhanced security**
- **You maintain users and roles**
- **Update your contact info**
- **Pay online**
- **View invoices & payments**
- **Secure Messages**
- **Secure file upload**
- **Document upload & history**
- **Create your own reports**

Enhanced Payroll File & Validation

Basic Idea

SRA will be asking you to submit your data file in a different format, with more info.

Payroll data must pass validations to be accepted.

Details

SRA will:

- Define new CSV file with new data (e.g., link to pay schedule)
- Provide new file spec & technical workshops
- Perform all data validations after upload
- Send email when processing is complete
- Provide tools to resolve exceptions

Benefits

- CSV file format is more flexible and easier to create
- Enhanced file & validation means:
 - Better data quality = faster and more accurate benefit calculations
 - Fewer errors = more time to help you
- You will know SRA validation rules
- Test files before processing
- Resolve errors in “real time”
- 24X7 convenience

Electronic Adjustments

Basic Idea

New ability for Employers to report electronic payroll adjustments

Details

Employers can:

- Provide employee pay record adjustments within the new payroll file as a new record type
- Indicate for each adjustment record what pay period it's for

Benefits

- You can report adjustments electronically...no more paper
- No limit on the number or timing of adjustments
- You provide info on the lump sum and dates, and SRA will do all the math
- Positive and negative adjustments for hours, salary, and/or contributions are OK

Electronic Payments

Basic Idea

Portal calculates amount due and requests matching electronic payment

Details

- Calculates amount due based on approved payroll data file
- Employers pay using ACH debit; no more checks
- System will track the history of all invoices and payments

Benefits

- No reconciliation between payroll data and payments
- Easy payment process
- No delays in posting member data
- View a history of all invoices and payments

Employee Roster File

Basic Idea

Submit Employee Roster File to SRA

Rapidly and reliably:

- Identify when employee status changes
- Confirm enrollment eligibility

Details

Content will include:

- Full Employee list
- Demographic info
- Key dates: birth / hire / termination / death / leave
- Standard hours
- Pay schedule
- Member contact info

Benefits

- Promotes timely and uniform enrollment
- No paper enrollment or termination certification
- Better member contact info
- Streamlines Employees key processes
- Further automate SRA processes - enrollment, death benefit, work after retirement, termination, and retirement = better service for employees

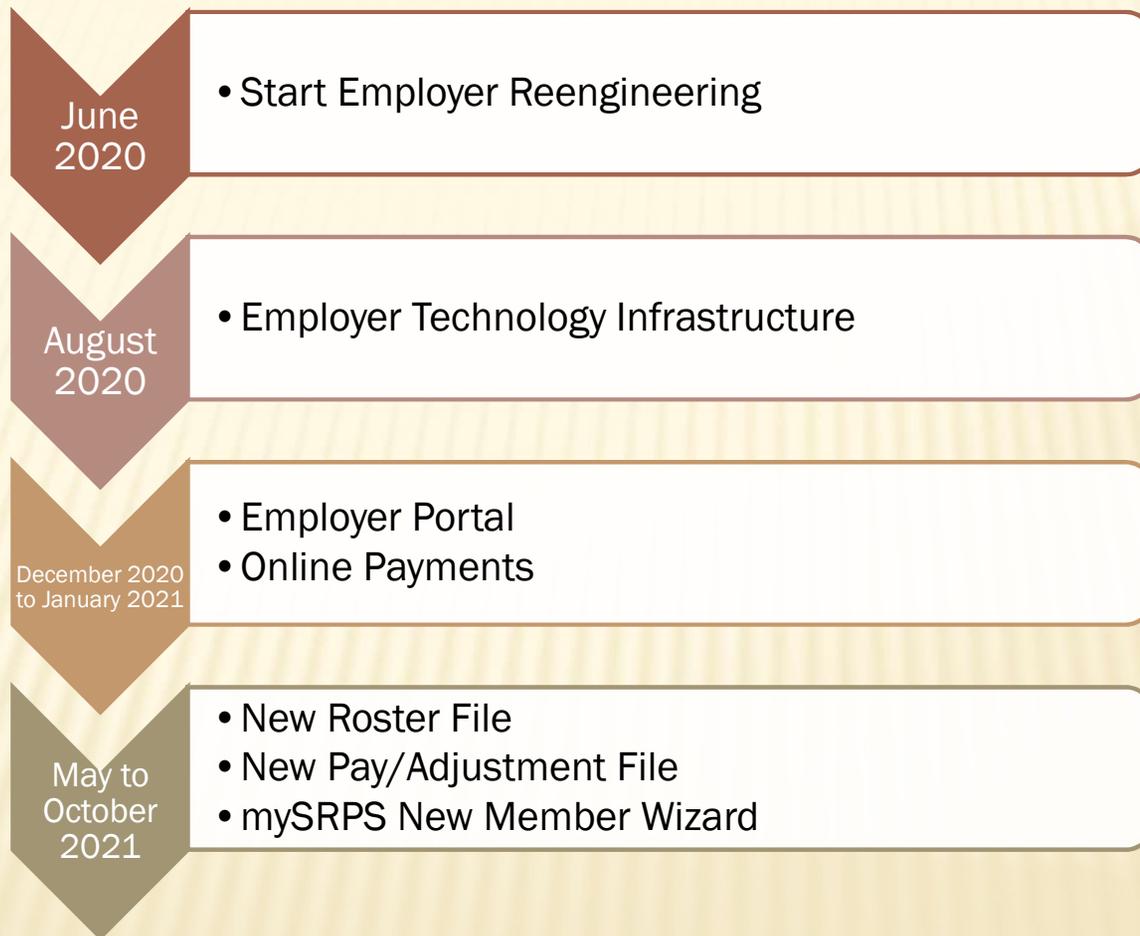


State Agencies

- Our goal is to create new processes and tools that work for both PGUs and State agencies
 - Common user experience
 - Better training and customer service
 - Easier and more cost effective to operate and maintain
- How will this work
 - We will figure out how to provide State Agency staff access to the new Employer Portal
 - We will figure out which tasks should remain centralized (like payroll file submission) and which tasks should be at the Agency level (like resolving reporting errors)
 - We will develop a testing and training program that includes all impacted State staff
 - We will include State staff in our new Employer Advisory Group



Employer MPAS+ Schedule



Next Steps

- MPAS+ Project Update for Employers: “Employer MPAS+” link on sra.Maryland.gov
- Starting Employer process reengineering now
 - New Features for Employer Portal
 - Electronic Payments
 - New Roster and Payroll/Adjustment Files
 - Improvements to Payroll Data Reporting Process
- We’re getting ready to launch the **Employer Advisory Group** for reengineering! We will be providing you with details to sign up very soon
- Communicate file change requirements and deadlines ASAP
- Provide technical implementation workshops
- Provide a “sandbox” for file testing and certification

One More Thing

- Even though we recommend using mySRPS, we're working to **improve all forms and letters**
- Here's a **quick example** of the current and new form to request an estimate
- We're getting close to the point where we'll want to get some **feedback from users**...and that includes both RCs and Members. We'll be working with Karen to get some RC volunteers to
 - react to the new versions, and
 - help us get feedback from active members.

THANK YOU!

